

GOVERNMENT TECHNOLOG

MANAGING STATE AND LOCAL GOVERNMENT IN THE INFORMATION AGE

VOLUME 5 NUMBER 3 MARCH 1991

Paying Fines by Kiosk

Best Available Copy

EXHIBIT

C 3

LONG BEACH, Calif — Long Beach Municipal Court — which collects more than \$12 million in traffic fines annually — took a technological leap Feb. 6, when it launched "Auto Clerk," a 24-hour, 7-day-a-week automated kiosk through which the public can pay traffic and moving violation fines.

Board of Supervisors Chairman Deane Dana called the Auto Clerk kiosk "A major step forward in making technology work for the people. It is an entirely new way of doing business, one that will allow people to pay for traffic fines and moving violations without having to miss work to do so."

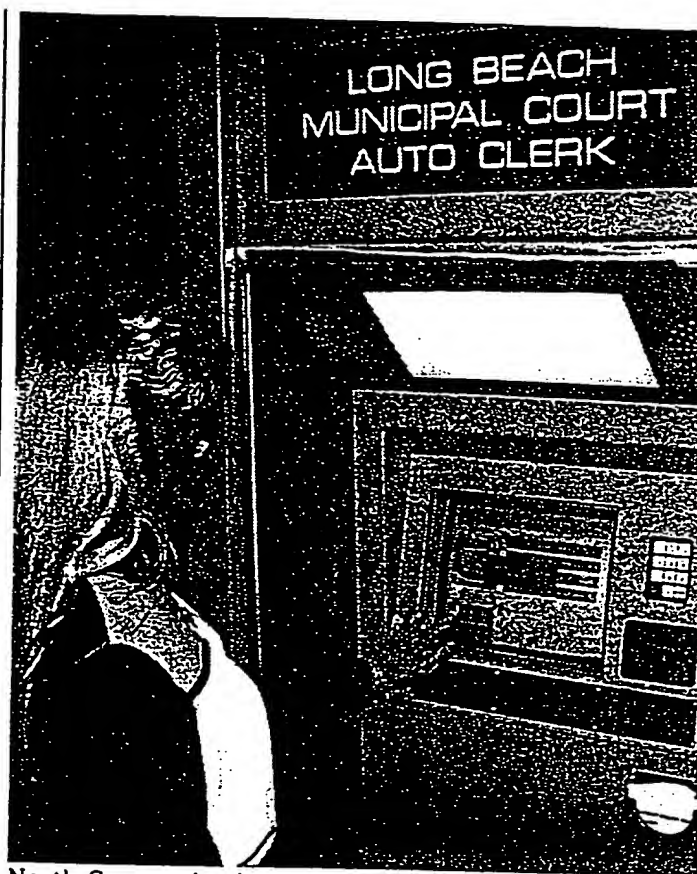
Citizens can access Parking, Traffic, Small Claims Court or Traffic School transactions through the main menu and pay fees or fines by credit card, debit (ATM) card or personal check.

Two of the kiosks, similar to automated bank teller machines and to the Info California units installed in Sacramento (GT Dec 1991), will be located outside the Municipal Court's main entrance. The machines offer "touch screen" operation with simple instructions in both English and Spanish.

Jim Weaver, Long Beach Municipal Court administrator, said "The court was extremely interested in the project because almost everything people wait in line for in traffic court today can now be done faster, including paying for or continuing a ticket, pleading not guilty or signing up for traffic school." As this went to press, Weaver said that he expected the system to run in demo mode for a few days until the city handled a few bugs and installed security and PIN code scramblers for the bank cards.

Auto Clerk will also provide available court dates and schedule future appearances when necessary and provide detailed information on small claims court filings, trial and post-judgement procedures.

Michael North, president of



North Communications added, "Auto Clerk is the latest example of an important trend in

center in Downey.

The Auto Clerk system recognized this month wh

Citizens can access Parking, Traffic, Small Claim Court or Traffic School transactions through the main menu and pay fees or fines by credit card, debit (ATM) card or personal check.

government — the use of multimedia technology to make information and services more accessible to the citizens, giving them a more convenient way to do business with the court. It will also benefit the county by enhancing public service and controlling operating costs."

The system will be linked by IBM AS/400 computer to the county's central data processing

Long Beach Municipal receives the Judicial Court California's Ralph N. Kleps / The award honors contribution made by individual courts administration of justice.